

**Employee email template
MFA and change of email address**

This copy template is provided to support your communications to employees regarding Help@hand. Please remove the red text and edit the highlighted sections as required.

Subject: Help@hand MFA is coming soon – update your email address

To keep your account secure, an extra layer of security is being added to Help@hand by introducing Multi-Factor Authentication (MFA) from the start of November. This means you'll be sent a One-Time Passcode (OTP) to your registered email each time you log in. This makes it much harder for anyone else to access your account, even if they know your password.

Please take a moment to check the email address registered to your Help@hand account - this is the email address that you use as your username when logging in. It's recommended that you use email you can always access – which might mean switching to your personal email address.

How to update your email

1. Open the Help@hand app and go to the left-hand menu.
2. Select 'My Profile' and scroll to 'Email Address'.
3. Enter your preferred email and press 'Save'.
4. You'll receive a verification email to complete the change.

Updating your email now will help ensure you can always access your account, without interruption.

Got a question?

Check our [Help@hand FAQs](#).

Not registered yet?



If you haven't registered for Help@hand yet, the temporary password in your initial welcome email (from help-at-hand@squarehealth.com) will have expired.

To access the app, download Help@hand from the App Store or Google Play and reset your password using the 'Forgotten Password' option on the log in screen. Then follow the instructions to set up your account. You can then change your account password using the directions above.

You can add the QR code into your email by downloading this from here:
<https://www.unum.co.uk/docs/Help-at-hand-App-Store-Googleplay.png>

Thank you

[Your Name]

[Your Job Title / People or Benefits Team]

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